
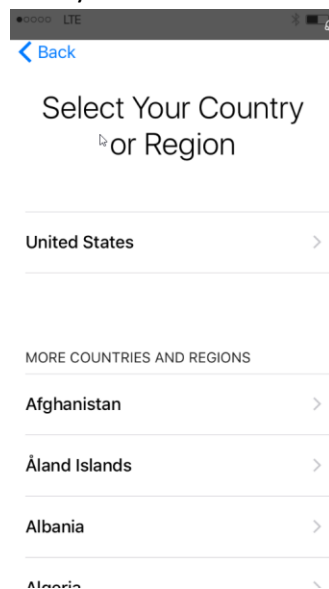


## State Owned iPhone in supervised mode

1. Device requires a factory reset. To wipe yourself, tap on **Settings icon** , **General, Reset, Erase all contents and settings, enter your device passcode** (if prompted), select **Erase iPhone, Erase iPhone**
  - a. **Note: iOS changes may affect the screens slightly**
2. Power up phone, choose language



- a.
3. Select Country

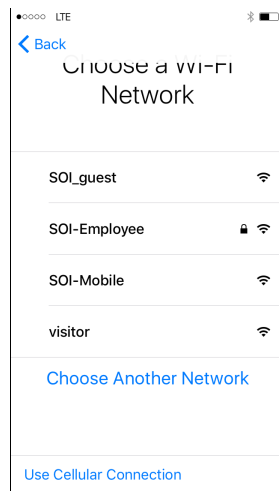


- a.
4. If you have iOS 11, you may see the below screen – choose to Set Up Manually (do not use the quick start)



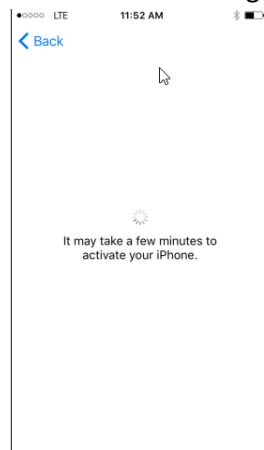
a.

5. Use Cellular connection or a local Wifi to continue registration. **For initial boot up of phone, Cellular connection is best.** SOI\_Mobile will not work yet. (Depending on your location you may not see the below list of Wi-Fi Networks)

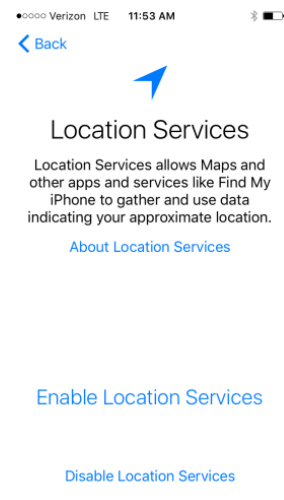


a.

6. Phone will take a few minutes; it is contacting Apple to determine if your device is setup for the State Device Enrollment Program (Supervised Mode)

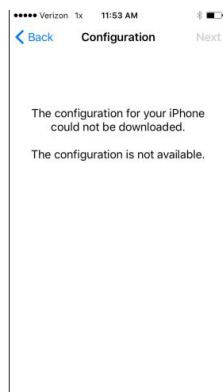


a.

7. Click **Enable Location Services**

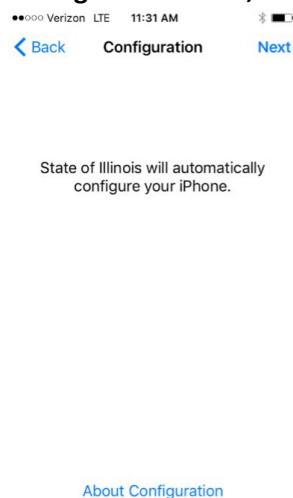
a.

8. It might take a few tries to make initial contact with MobileIron. It may be due to the cellular connection resetting. In the upper left watch for the cellular connection to reset and eventually you should see “Verizon LTE”. Hit **<Back** and continue forward again.



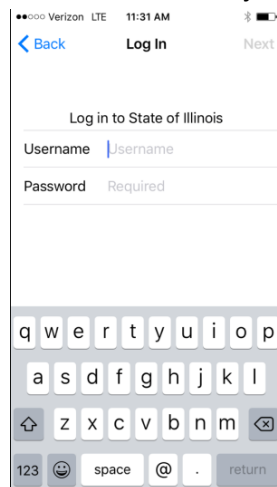
a.

9. Click **Next** when you see “State of Illinois will automatically configure your iPhone”. **Important: If you do not get the screen, do not continue and contact your Agency Telecom Coordinator.**

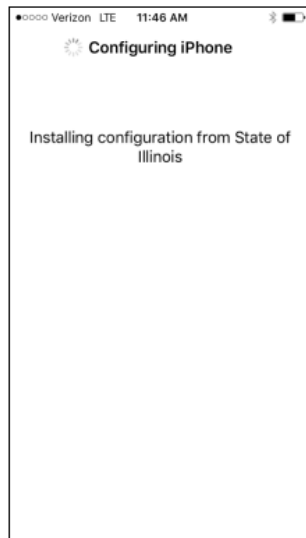


a.

10. Now, login with your username and password that you use for logging into your workstation.  
(Do **not** use the domain ex: john.doe, jdoe, doeja, cona###)

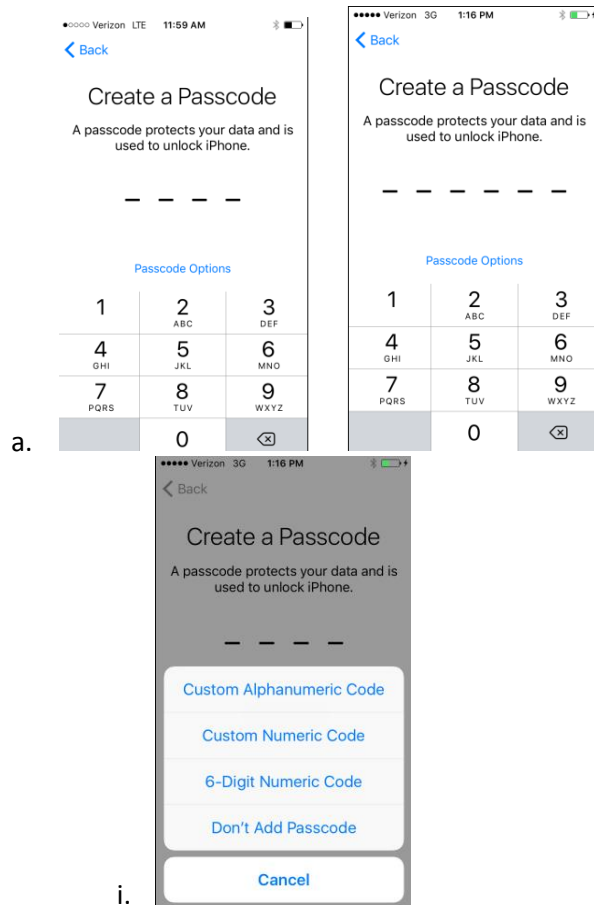


- a.
- b. After successful login, you will see the configuring screen – this will take a minute or two



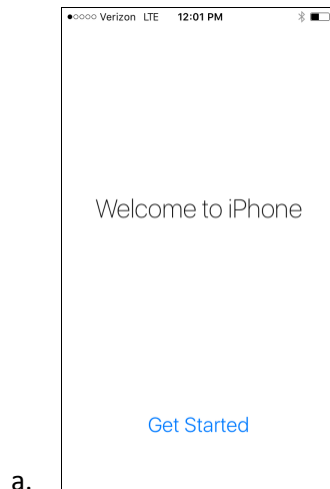
c.


11. Create a passcode screen comes up. Depending on the iOS version it may default to 4 digits. Since State policy is 6 digits or more, it is easiest for you to pick 6 now. If you don't, you will get prompted to change after the initial setup is complete. If it doesn't prompt for 6 digits, tap on password options, and pick 6-Digit



b. Now enter 6 digits, which will be the device passcode

12. Tap **Get Started** at welcome screen



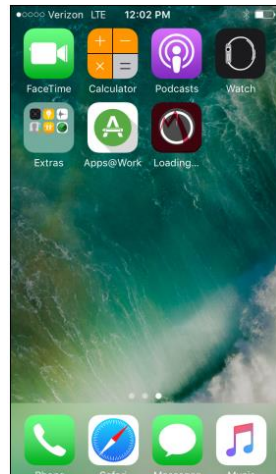
13. At this point, MobileIron will do all the work. It will first put Apps@Work  on device. Any other apps required or assigned to you that will automatically install will get pushed to the

device. Common ones will be Mobile@Work



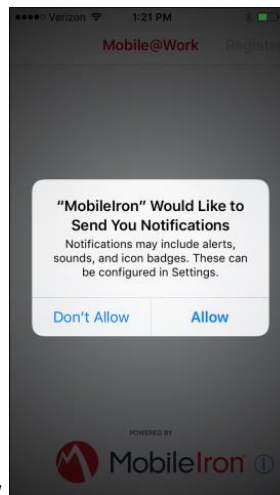
and Adobe Reader



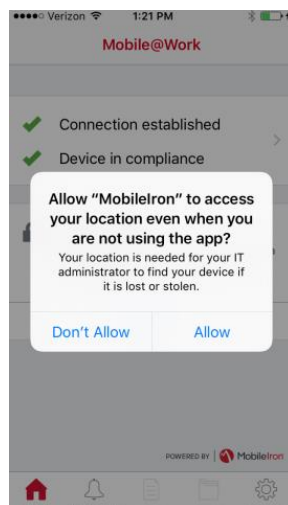


a.

14. Launch MobileIron  once download is complete. When launched, it will ask two questions:



a. Click Don't allow



b. Click Allow



15. At this point you can go the Mail app and you will be prompted for your password – this is your network password and is case sensitive.

**Important!:** Every time your network password changes you need to immediately update the password on your phone.

**Before iOS11:** Go to Settings App, tap on “Mail”, tap on “Accounts”, tap on “SOI Exchange Email”, then tap on “Account: your email address”; *update* your password; and tap Done.

**iOS11:** Go to Settings App, tap on “Accounts and Passwords”, tap on “SOI Exchange Email”, tap on “Account”, and update your network password and tape Done.

#### Helpful iPhone Tips:

##### Calendar’s Not Syncing?

1. Go to Calendar app, tap calendar at bottom of screen and make sure SOI Exchange email is checked in calendar. If not, check it.
2. Go to, Settings, Calendar and scroll to Default Calendar. Make sure the SOI exchange email calendar is selected. Any appointments already setup will have to be modified to the SOI Exchange

##### How to Modify # of Days of Email Downloaded are to Phone

-If you’re not seeing all the email you’d like you need to modify the following setting.

The default of mail to sync is 3 days. Follow below instructions if you want to change the sync timeframe.

Go to Settings  
Click Mail  
Click Accounts  
Click the SOI Exchange Email  
Click Days to Sync  
Click your preferred option

Options are:

No Limit, 1 Day, 3 Days(**which is the default**), 1 week, 2 weeks, 1 Month

##### Change Passcode

To gain access to your State email, you will be required to have a six digit Passcode on your device



Go to **Settings Icon** ; press **Touch ID & Passcode**; you will be prompted for the current passcode, click Change passcode.

If you cannot recall the passcode you can email DoIT.MobileEmailSupport and request the passcode be cleared so you can set a new one. All devices are required to have a passcode.

**If you receive an email notification:**

**Message of iOS Multitasking disabled by user** – indicates Location Services is not turned on – go to Settings, Privacy, Location Services (only used to find the phone if lost/stolen)

**Message of Passcode not compliant** – If you have not entered a passcode go to Settings, Touch ID & Passcode (it is a security requirement). If you have set the passcode, go to Mobile@Work, Settings, Check for updates, Force Device Check-in

**iOS Configuration not compliant** – download the newest version of the Mobile@work from App store

**Out of compliance** – Go to Mobile@Work, Settings, Check for updates, Force Device Check-in

**Out-of-contact with server** - Go to Mobile@Work, Settings, Check for updates, Re-enroll device

**If you delete the Mobile@work app,**



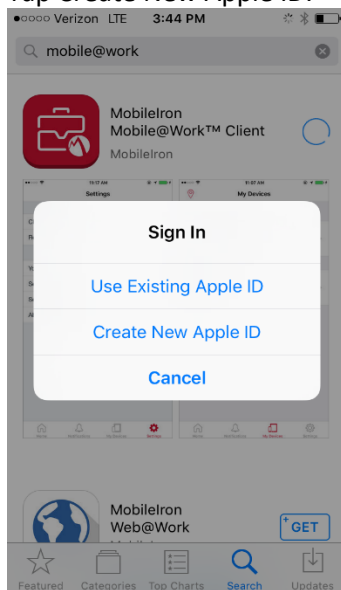
- open Apps@work
- Tap on MobileIron Mobile@work
- Tap on Reinstall and then tap on Install on the pop-up window → this will download the app and reconfigure

By using the supervised program an apple account is not necessary for device/email setup. If you do find that you need to download an application that is not provided through Apps@work then an apple account will need to be setup.

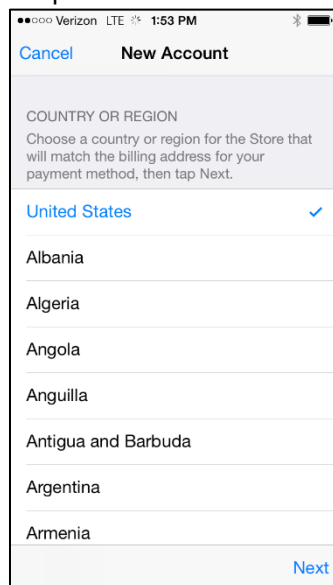
1. You will be prompted to Create New Apple ID at this time.  
(If you already have an Apple ID using your State of Illinois Email address as the ID please tap Use Existing Apple ID and sign in.) \*\*Note: If you have already setup an Apple account and are not sure of the password you can go to *iforgot.apple.com* type your email address, the characters and click Continue.



2. Tap Create New Apple ID.



3. Keep United States selected, tap Next.



4. You'll need to read and agree to the iTunes Store Terms & Conditions.
5. Tap **Agree** located at the bottom right of the page to continue.
6. Tap **Agree** again on pop-up.
7. Enter your information in the New Account screen:
  - a) Email: Type your **Illinois.gov** email address
  - b) Password: Create a password to be used for downloading apps on phone (must be at least 8 characters, including a number, an uppercase lettering and a lowercase letter. Dno't use spaces, the same character 3 times in a a row, your apple id or a password you 've use in the last year
  - c) Verify: Enter password again
  - d) Security Info: Choose 3 security questions and answer them.
  - e) Optional Rescue Email: **LEAVE BLANK**
  - f) Enter Your Date of Birth: Type in your Birthday

- g) Subscribe to Emails?: Tap both bars to they aren't green to indicate NO.
- 8. Once you are satisfied with the information entered, tap **Next**.